

**TOWN OF FORT MILL, SOUTH CAROLINA  
JOB DESCRIPTION**

**JOB TITLE: RECEPTIONIST  
ADMINISTRATION DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under regular supervision, the receptionist is the first contact point for our citizens, and visitors. The principal function of the Receptionist is to serve as the central communication point within the Town, and to provide clerical and administrative support functions to assigned departmental personnel. At all times the receptionist should command a professional, friendly and polite manner. The nature of the work performed requires an employee in the class to establish and maintain effective working relationships with Town employees, business and community organizations, area schools, tourists, and the general public. This position reports to the Business Office Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Operates the Town's central multi-line telephone system in an efficient and courteous manner, including providing information regarding Town operations, or referring callers to appropriate departments or Town personnel; maintains contact information of local organizations for Municipal Directory;

Greets, directs, records and announces visitors. Ensure visitors are properly escorted, if appropriate.

Receives and signs for deliveries and stores in the appropriate area. Notifies the department or individual of the delivery.

Provides information to customers on various subjects to include contact information and responsibilities of Town staff, contact information for County departments as well as police, courthouses and other public agencies, information on Town meetings, special event details and tourist information, and information on Town rules, regulations and laws.

Faxes and copies correspondence as requested.

Provides basic information and assistance to individuals seeking employment by providing applications. Forwards completed employment applications to Human Resources.

Assists with mass mailings and other general duties.

Prepares welcome packets for new residents, and ensuring all information contained within is accurate.

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Maintains an efficient supply of informational materials and pamphlets in main reception area for employee and public use;

Processes daily incoming and outgoing Town mail; distributes mail to appropriate departments.

Maintains inventory of office supplies.

Manages distribution of special occasion greeting cards to public and Town employees on behalf of the Town;

Receives and responds to inquiries, requests for assistance and/or complaints in areas of responsibility.

Assists in helping to maintain a clean work environment in the entry foyer.

Performs other routine clerical duties as required, including but not limited to copying and filing documents, retrieving files, sending and receiving faxes and e-mails, assembling and collating documents.

Attends trainings, meetings, seminars and/or workshops to enhance job knowledge and skills.

Operates a variety of office equipment such as telephone system, computer, copier, printer, fax machine; uses a variety of office tools and materials and computer software for word and data processing.

Interacts and communicates with various groups and individuals such as the supervisor, co-workers, Mayor, Town Council members, other Town employees, vendors and the general public.

### **ESSENTIAL SAFETY FUNCTIONS**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

### **ADDITIONAL JOB FUNCTIONS**

Assists other Town staff as required.

Performs related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent with three to five years of experience in customer services, clerical or secretarial work; or any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities. Must have a valid driver's license.

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### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of office machines including computers, calculator, copier, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Position involves standing for periods as well as sedentary work. May involve reaching, stooping, and balancing. Must be able to lift and/or carry weights of up to twenty pounds.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from supervisor.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, etc. Requires the ability to prepare a variety of correspondence, reports, forms, etc., using proper formats and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment; to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, such as keyboards, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing written or computer data, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving

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instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear). Must be able to communicate via telephone.

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, policies and procedures of the Town pertaining to specific duties of the Receptionist. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has knowledge of modern office practices and procedures. Is able to type and enter computer data with speed and accuracy. Has skill in the use of computers for data processing, word processing and records management. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is able to perform basic mathematical computations with accuracy. Has the ability to offer assistance to co-workers and employees of other departments as required. Has the ability to use independent judgment as needed in performing routine tasks. Has knowledge of the terminology used within the department. Knows how to maintain effective relationships with co-workers, personnel of other departments, and members of the public through contact and cooperation. Knows how to react calmly and quickly in emergency situations. Is able to perform duties effectively despite frequent interruptions. Has the ability to plan, organize and prioritize daily assignments and work activities has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co- workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

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**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the City and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly work place.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.